Health Information Technology (HIT) is now offering the convenience of Secure Cloud Storage to store, sync, and share data files for employees of The University of Virginia Health System.

This document includes:

A. An Introduction to the HIT Secure Cloud Storage: Dropbox and Sookasa
B. Installation and Account Setup of the Secure Cloud Storage
C. Self-Service Password Reset & Additional Help

A. An Introduction to the HIT Secure Cloud Storage: Dropbox and Sookasa

The Secure Cloud Storage solution consists of two components that work together:

| Dropbox | This component provides the actual cloud storage space for your data and file sharing. You can access your Cloud Storage account via:
|         | Primary Recommended Access Method: The Dropbox and Sookasa Desktop applications are best for both Health System and non-Health System computers.
|         | Secondary Access Methods at the UVA Medical Center and Remotely
|         | • Via the Internet: [https://www.dropbox.com](https://www.dropbox.com) [https://www.sookasa.com](https://www.sookasa.com)
|         | • Mobile device applications (iPhone/IPad Application or Android Phone/Tablet Application)

| Sookasa | This component is an integrated secure enhancement that is accessed as a folder within your Dropbox Account.
|         | **IMPORTANT:** Your Sookasa folder is a HIPAA Compliant, encrypted folder that is specifically designed for the storage of all sensitive information, including any Protected Health Information (PHI) and Personally Identifiable Information (PII) that you wish to store in your Secure Cloud Storage Account.

**IMPORTANT:** To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your Dropbox account.
B. Installation and Account Setup of the Secure Cloud Storage Solution

This is a four step process.

Step 1: Creation of your Health System Sookasa Account:

a. In your Health System *HS email account, open the Sookasa invitation email and click on Join UVa Health System’s team:

![Join UVa Health System’s team](image)

b. An Internet browser window will automatically open:

- Verify that your *HS email is correct
- Create a password that satisfies the following requirements:
  - At least 1 capital letter
  - At least 1 digit
  - At least 8 characters
- Click Continue

![Create a password](image)

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**IMPORTANT:** To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your Dropbox account.
c. On the next screen, complete with your personalized Basic Information and click Continue:

Your Sookasa Account has now been created. Please exit out of any further Sookasa installation screens or software downloads.
Step 2. Creation of your Health System Dropbox Account:

a. In your *HS email account, open the Invitation email and click on Join Your Team:

![Invitation email]

IMPORTANT: To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your Dropbox account.
Step 3: Health System Computer Software Installation and Account Login:

**IMPORTANT:** This installation will require a reboot of your computer. Please save your work and close all open applications before proceeding.

a. Click on the Windows Icon located at the bottom left corner then type **run** in the Search Programs and Files search box:

![Run window](run.png)

b. Type **load dropbox** in the Run pop-up window and click **OK**

![Run pop-up window](run_dropbox.png)

c. Click **OK** on the installer window:

![Installer window](installer_window.png)

The Dropbox and Sookasa software will begin installing:

![Installation progress](installation_progress.png)

*IMPORTANT: To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your Dropbox account.*
d. Click on Yes to reboot (Remember to save any open work before proceeding):

![Dropbox 3.18.1 and Sookasa 3.20.10 Enterprise Installer](image)

It is recommended that you reboot the PC to finish component installation. Would you like to reboot at this time?

- [ ] Yes
- [ ] No
- [ ] Cancel

e. After reboot, verify that the Dropbox and Sookasa software has been installed by clicking on `Windows Icon` / `All Programs`:

![Windows Icon / All Programs](image)

**IMPORTANT:** To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your 📡 Sookasa folder within your Dropbox account.
f. Log into your Dropbox Account on your Health System Computer:
   - Navigate to the Dropbox Application: Windows Icon\All Programs/Dropbox
   - Sign into Dropbox with your newly created Logon and Password and select **Sign In**:
   - Click on **Open my Dropbox folder**
Your Dropbox account now appears as a folder in your Health System computer’s Windows Explorer:

- Log into your Sookasa Account on your Health System Computer:
  - Navigate to the Sookasa Application: Windows Icon /All Programs/Sookasa
  - Sign into Sookasa with your newly created Logon and Password and select Sign In:

Your Sookasa Account appears as a folder within your Dropbox Account in your Health System computer’s Windows Explorer:

IMPORTANT: To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your Dropbox account.
Step 4. Non-Health System Computer: Software Installation and Account Login:

NOTE: General guidance is below for installation on non-Health System computers (most likely your personal computer) and is optional. If you require additional specific software installation assistance, please consult the Dropbox and Sookasa web sites or a 3rd party professional.

a. Dropbox Installation & Account Login:

• Download and Install the Dropbox software on your non-HS Computer:
  https://www.dropbox.com/install
• Run the newly installed Dropbox application.
• Sign into Dropbox with your newly created Logon and Password and select Sign In:

b. Sookasa Installation & Account Login:

• Download and Install the Sookasa software on your non-HS Computer
  o Windows Operating System Installation Software:
    http://cloud.sookasa.com/downloads/win
  o Macintosh/Apple Operating System Installation Software
    http://cloud.sookasa.com/downloads/mac
• Run the newly installed Sookasa application on your non-HS computer.
• Sign into Sookasa with your newly created Logon and Password & select Sign In:
C. Self-Service Password Resets and Additional Help

Dropbox

1. Self-Service Account Password Reset via ‘Forgot your Password’ link:
   - https://www.dropbox.com

2. Internet Access Logon via a Web Browser: https://www.dropbox.com

3. Dropbox Application for Mobile Devices:
   - IPhone/IPad Apps located in the ITunes/App Store for Self-Installation
   - Android Phone/Android Tablet Apps located in GooglePlay/Play Store for Self-Installation


5. FAQ Documentation:
   Review “Get Started with Dropbox.pdf” located in your Dropbox account to learn more about the use and many features of Dropbox.

   - How to Add Files to Dropbox
   - How to Send large files via a shared link
   - How to set up a Shared Folder

IMPORTANT: To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your Dropbox account.
1. Self-Service Account Password Reset via ‘Forgot your Password’ link:
   • [https://cloud.sookasa.com/accounts/login/](https://cloud.sookasa.com/accounts/login/)

2. Internet Access Logon via a Web Browser:
   • [https://cloud.sookasa.com/accounts/login/](https://cloud.sookasa.com/accounts/login/)

3. Sookasa Application for Mobile Devices:
   • IPhone/IPad Apps located in the iTunes/App Store for Self-Installation
   • Android Phone/Android Tablet Apps located in Google Play/Play Store for Self-Installation

4. General Help:
   • [https://www.sookasa.com/frequently-asked-questions/](https://www.sookasa.com/frequently-asked-questions/)

**IMPORTANT:** To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your account.